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Attorney Docket No. FINL-005/00US

PATENT

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Date: April 23, 2002

By:

Sherry Duncan Bitler

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Burgin et al.

Serial No.: 09/944,676

Examiner:

Confirmation No.: 8505

Art Unit: 3713

Filed: 08/31/01

For: **SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT**

Commissioner for Patents
 Washington, D.C. 20231

TC 3700 MAIL ROOM

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INFORMATION DISCLOSURE STATEMENT TRANSMITTAL

Enclosed is an Information Disclosure Statement and accompanying Form PTO/SB/08 for the above-identified patent application.

- In accordance with 37 C.F.R. §1.97(b), no additional fee for submission of the IDS is required.
- In accordance with 37 C.F.R. §1.97(c), also enclosed is:
 - the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p); or
 - a statement as specified in 37 C.F.R. §1.97(e).
- In accordance with 37 C.F.R. §1.97(d), a statement as specified in 37 C.F.R. § 1.97(e) and the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p) are also enclosed.
- Check No. ____ in the amount of \$____ for the total fee is attached.
- Please charge \$____ to Deposit Account No. 50-1283 for the total fee. This paper is being submitted in duplicate.

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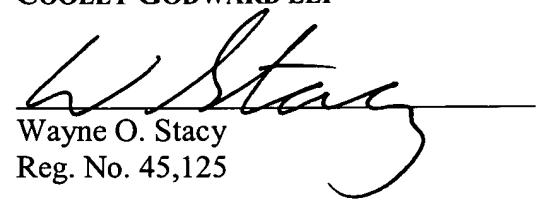
The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

Dated: April 23, 2002

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